

Empathise

- Listening and presence
- Listening with your 'whole self' – what's not being said?
- Playing back
- Open questioning

Define

- What do you want from this conversation?
- What would be helpful here?
- What does 'better' look like?
- How will we work together on this?
- What's ok and not ok?

Ideate

- What options do you have ?
- What have you tried already?
- What have you not tried?
- If a friend asked for advice on this, what would you say?
- What is missing?
- What do you need more of, less of?

Prototype / Test

- So what's your next step?
- What are you going to do & when?
- What support might you need?
- What might go wrong & what can you do?

Trying out our coaching / collaboration mindset

- "Ostentatious listening"
- No telling the other person what to do!
- No 'piling on' to the problem!